

OBJECTIVE 1. Attractive and Thriving

To work with our partners to provide an attractive and safe environment for our residents where diversity is welcomed and disadvantaged people are supported.

ATTRACTIVE ENVIRONMENT

A SAFE ENVIRONMENT

WELCOMING DIVERSITY

SUPPORTING DISADVANTAGED PEOPLE

- Refurbished the Bancroft Gardens play area. The £75k project resulted in the installation of a new adventure climbing structure with a slide and a pendulum swing. In addition, a standing stone circle and boulders have been added to encourage more imaginative play.
- Opened a new skate park at Norton Common. The £140k project has resulted in the installation of a completely revamped skate park. It offers riders of all ages a range of ramps, ledges and banks, together with an exciting new bowl section.
- Completed the redevelopment of North Herts Leisure Centre to provide a new café, learner pool, wet changing areas and fitness studio.

OBJECTIVE 2: Prosper and Protect

To promote sustainable growth both within and where it affects our district to ensure economic and social opportunities exist for our communities whilst remaining mindful of our cultural and physical heritage.

SUSTAINABLE GROWTH

ECONOMIC AND SOCIAL OPPORTUNITES

CULTURAL AND PHYSICAL HERITAGE

- Submitted a Local Plan to the Planning Inspector for the period 2011-2031 that identifies areas in the District suitable for future sustainable development.
- Improvements to internal waste management system:
 - We redesigned our recycling bins and revised the labelling to reduce the amount of contamination in recycling bins
 - We removed single use plastic water cups from our water fountains, replacing them with glasses and ceramic mugs, and encouraged staff to use their own water bottles and travel mugs where possible.
 - Made food recycling available in our offices
- Two Council motions were passed in July 2018 – on working towards eliminating single-use plastics and on supporting Plastic Free Letchworth.
- Plastic Free North Herts Campaign
 - Refill...

- We have installed several new drinking fountains at:
 - Avenue Park, Baldock
 - Priory Memorial Gardens, Royston
 - Bancroft Park, Hitchin
 - Hitchin Outdoor Swimming Pool
 - Letchworth Outdoor Swimming Pool
- Declared a Climate Change Emergency; Instituted a Cabinet Panel on Climate Change, the Panel's Terms of Reference are to consider a range of climate and environmental issues, and to consult with the public and with interest groups of strategies for achieving zero carbon emissions by 2030.
- Improved the energy efficiency of DCO and HTH
- Budget announcement 2019/20 - Electrical Vehicle Charging Points - £15k has been added to the budget to allow the Council to consider options for expanding the electric vehicle charging infrastructure across the district. A key part of this work will be looking at options for providing on-street charging points.
- North Hertfordshire Transport Users Forum – a sum of £50k was approved to enable a forum for public transport users to be set up, following the extensive problems experienced by train users last year. This would help to better co-ordinate the approach to public transport (including buses) and allow our communities to better engage with providers.
- The continued upkeep of district green spaces in the district seeks to maintain the biodiversity within the area.
- Our green spaces are maintained to a high standard. This is reflected on the recent award of the Green Flag award to a number of areas including Ivel Springs, Baldock. This area has received this for the fifth year running.

OBJECTIVE 3: Responsive and Efficient.

To ensure that the Council delivers cost effective and necessary services to our residents that are responsive to developing need and financial constraints.

RESPONSIVE AND EFFICIENT

A RESPONSIVE COUNCIL

COMMERICALISATION

- Launched a new service to keep people independent when they're out and about. Complementary to the Council's Careline service for inside the home, Herts Bernie is a portable pendant and GPS locator that can summon help from wherever you are.
- Achieved 100% satisfaction for its Herts Careline service in a customer survey.
- Made improvements to our online benefit claims and payments process to better serve those most in need.
- Greater use of Social Media to engage with community
- Creation of a 'Special' Town Talk to engage residents and businesses on a specific issue